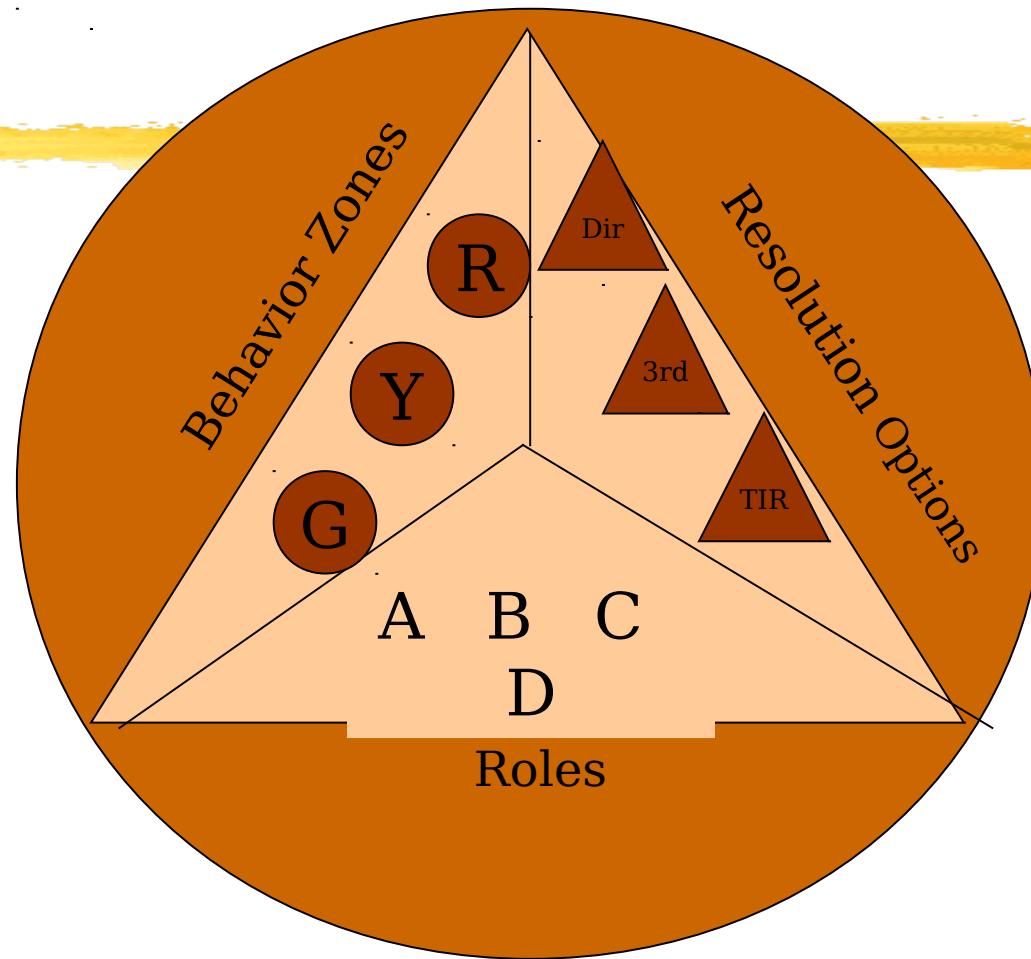


INFORMAL RESOLUTION SYSTEM



Leadership Training

09/12/16

INTRODUCTION



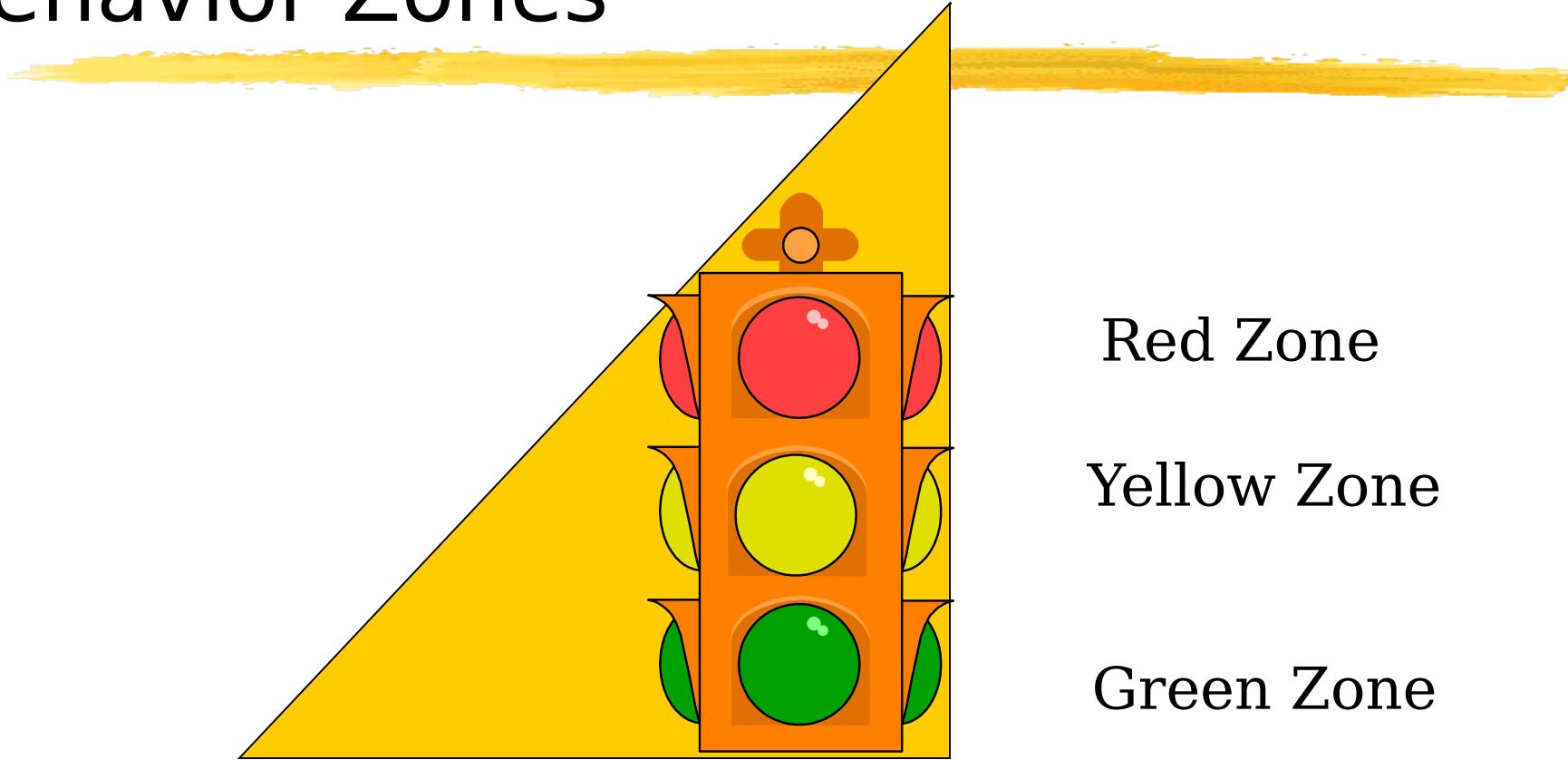
Conflict: a disagreement between two or more people that needs to be resolved

Causes: Opposing Views
Different Backgrounds
Personality Differences
Lack of Understanding
Miscommunication

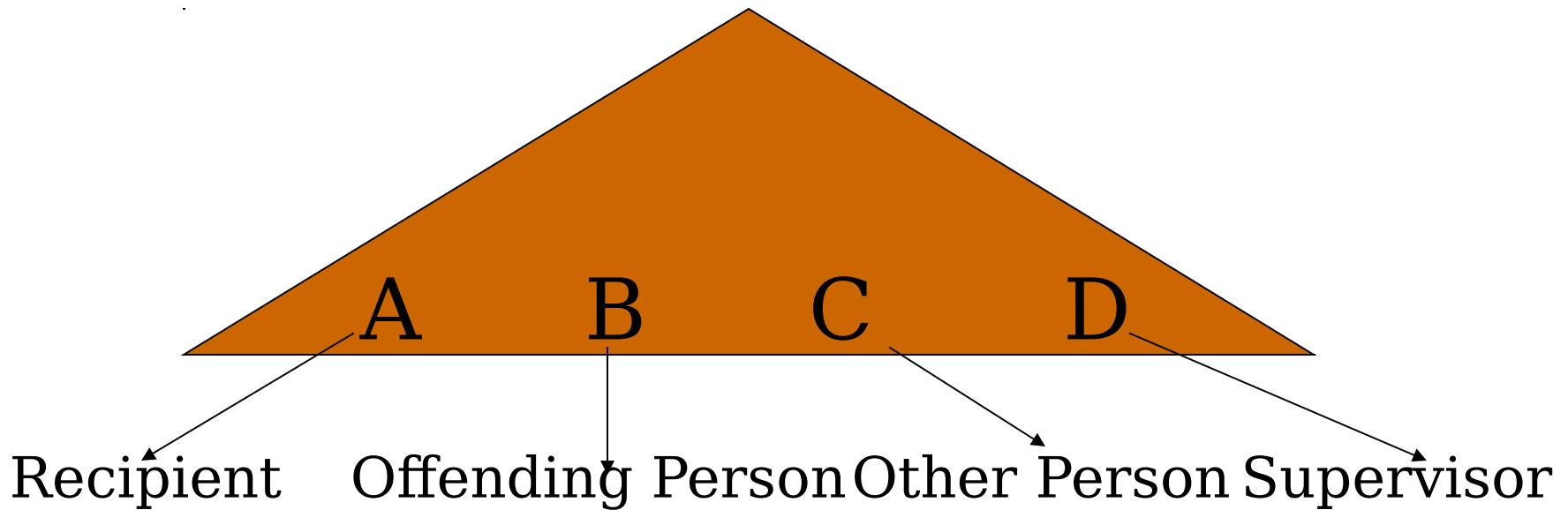


Results:
Discrimination
Harassment
Inappropriate Behavior

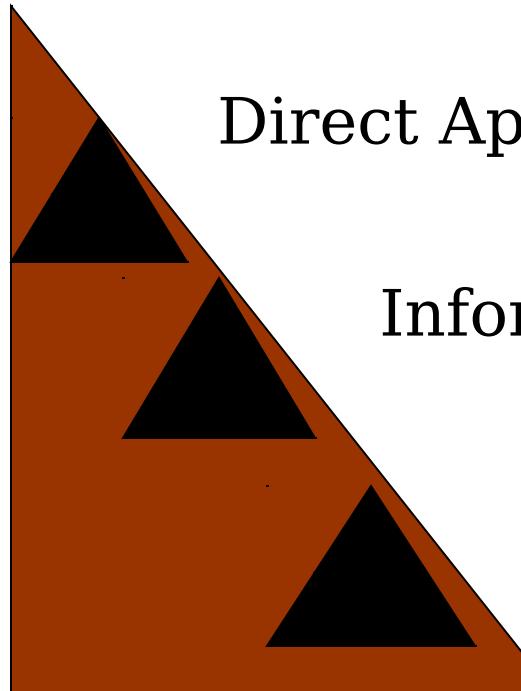
Behavior Zones



Responsibilities Roles



Resolution Options



Direct Approach

Informal Third Party

TIR Request

Standard Questions



- What Exactly Happened?
- What was the Impact of the Behavior?
- Did it disrupt the Work Environment?
- Would it have offended a Reasonable Person?
- What was the Behavior? Red, Yellow or Green?
- What are my Responsibilities and Resolution options?

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Marine Role “A” Responsibilities

Definition: The recipient is a person who feels offended or harassed by someone's behavior

- I do not ignore Conflict
- I review my resolution options
- I take action to Resolve conflict at the lowest possible level

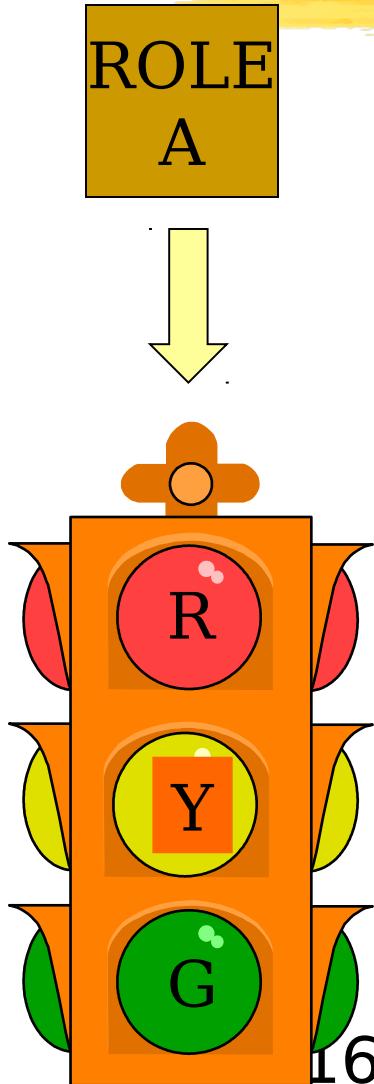


EVALUATE.....



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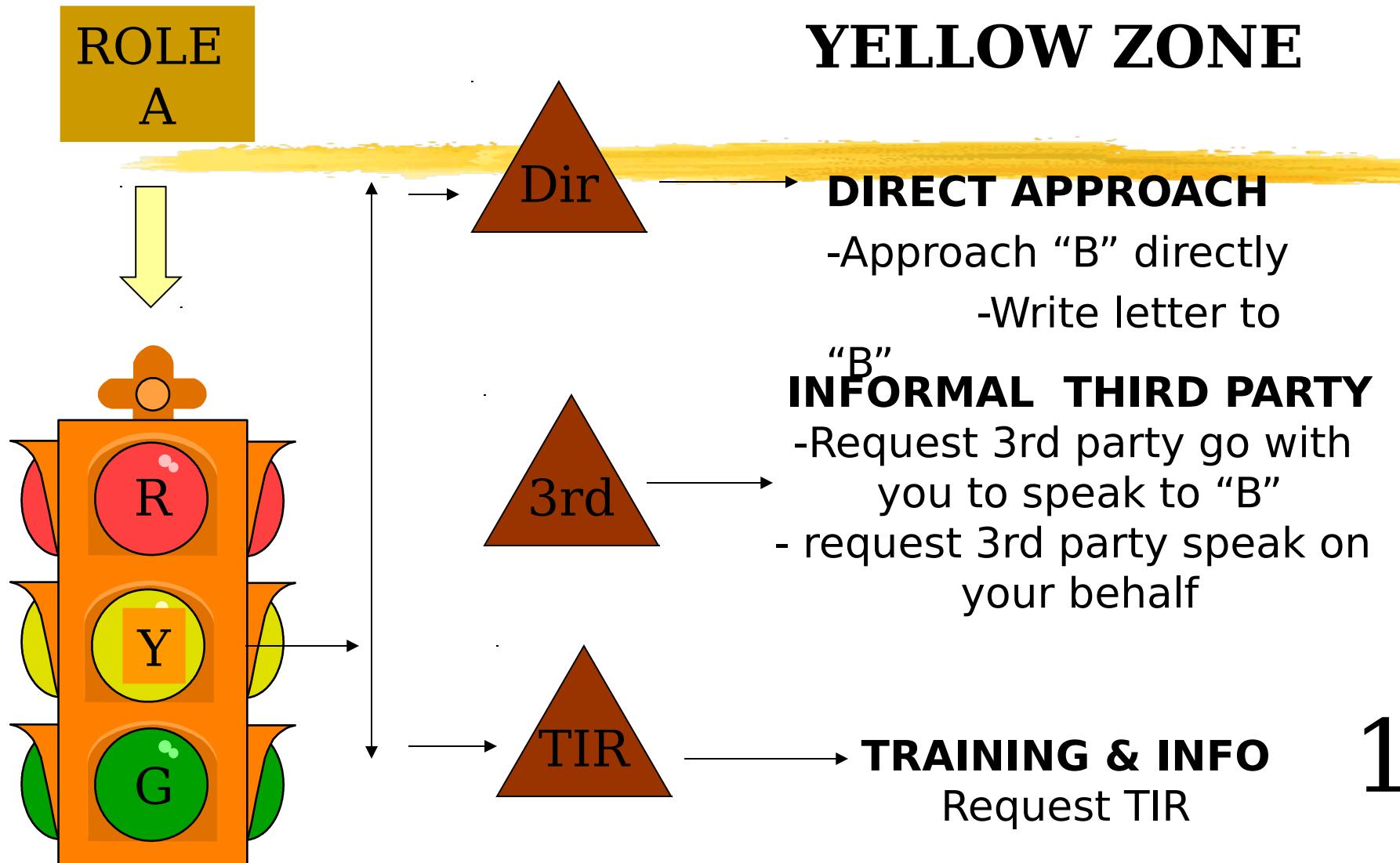
RECIPIENTS ROLE



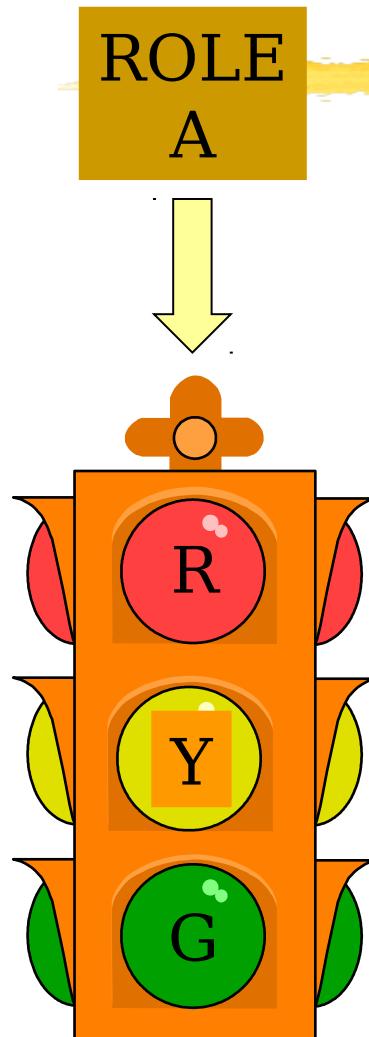
REDZONE
TAKE FORMAL OR
OFFICIAL ACTION
IF:

Behavior does not stop
The conflict is not resolved
The direct approach is not reasonable
The behavior is criminal

Cont...



Cont...



No Action Required
-You may explain to "B" why the
Behavior offended you.

ROLE “B” Marine Responsibilities

- Definition: The Offending person is someone who may have offended or harassed another by their behavior

INDIVIDUAL RESPONSIBILITIES

- I do not Ignore the Conflict
- I listen to understand
- I review my options
- I take action to reach a resolution

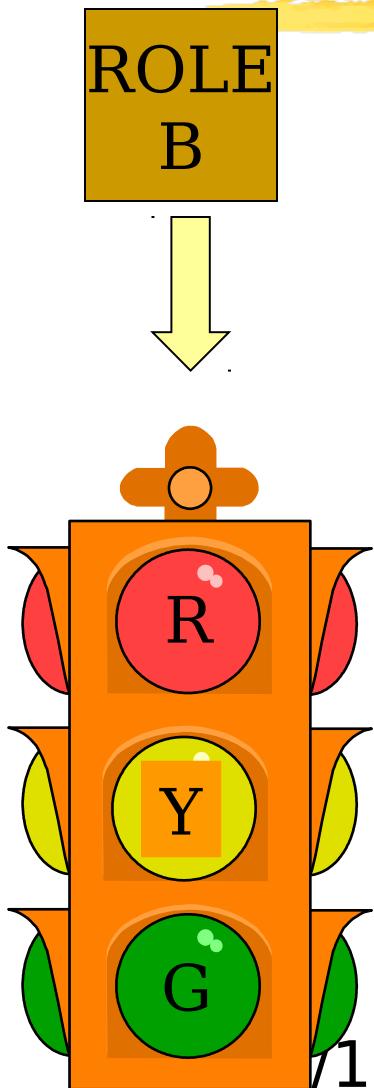
ROLE “B” EVALUATE



- What exactly happened?
- What did I intend?
- What was the impact?
- Would the behavior have offended a reasonable person of similar background
- Was the behavior zone Red, Yellow or Green?
- Will I take the opportunity to listen and understand?
- What are my responsibilities and options?

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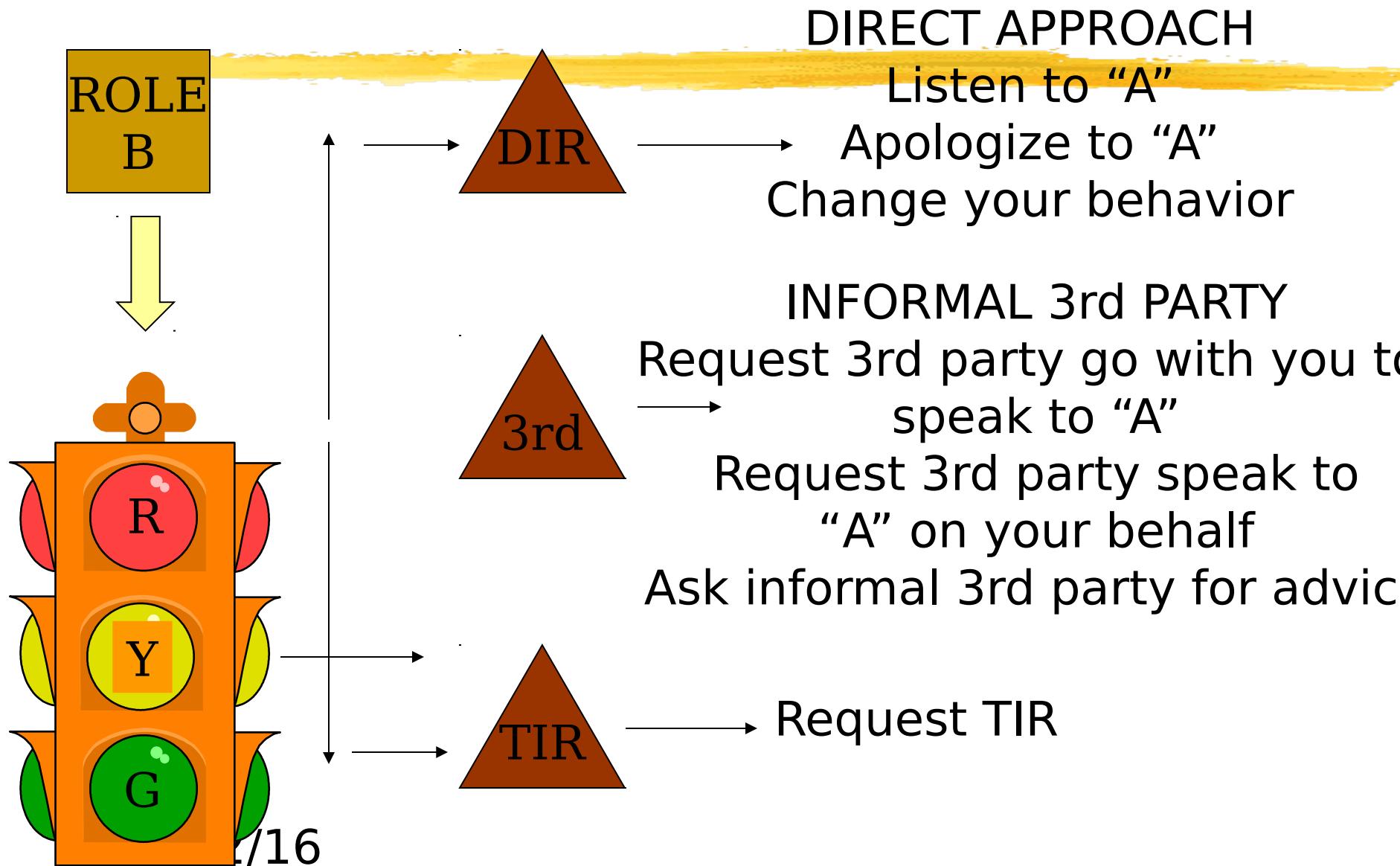
ROLE “B”



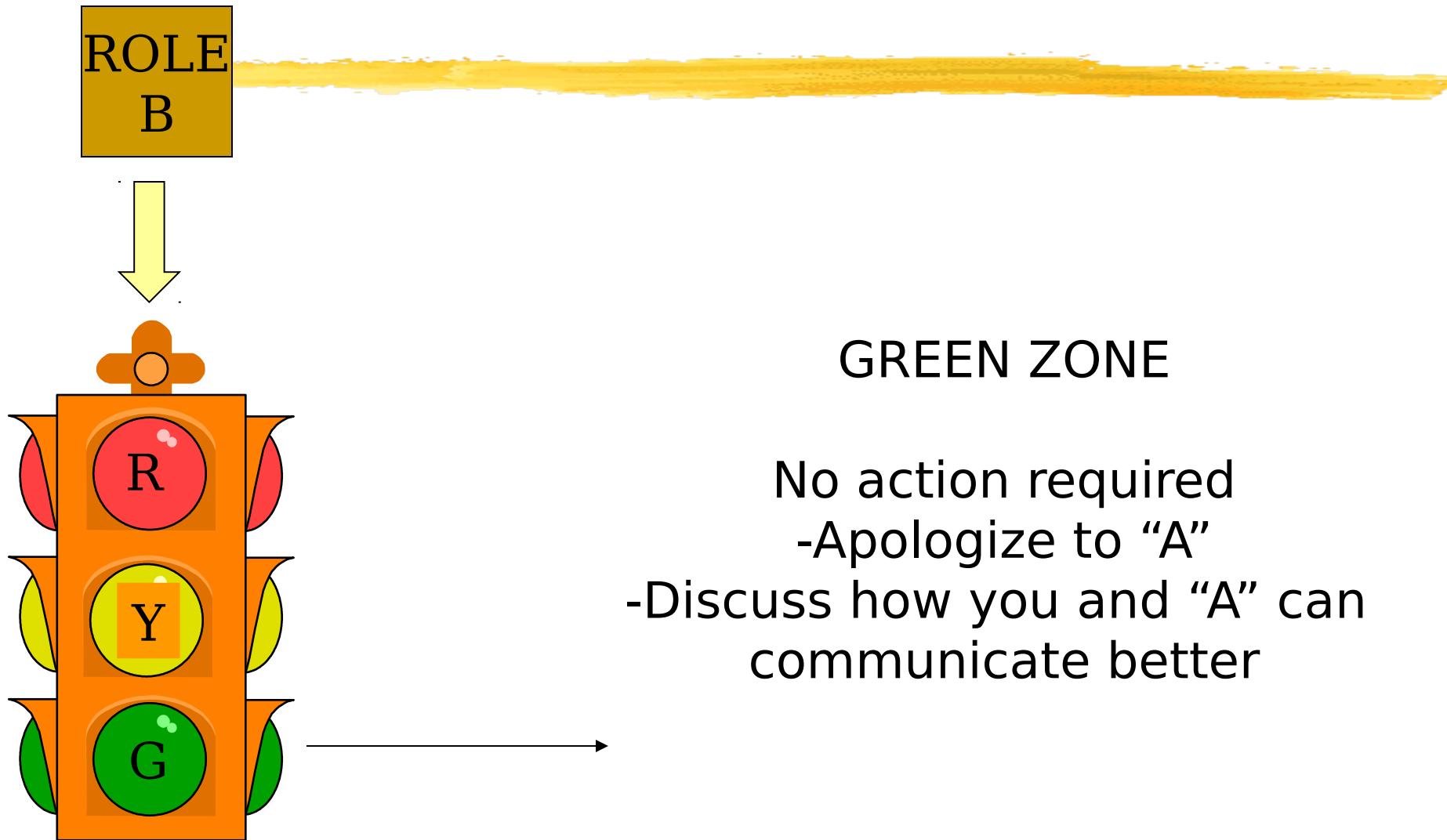
RED ZONE

Take Action to:
-Stop the behavior immediately
-Seek legal counsel

ROLE “B” Cont...



ROLE “B” Cont...

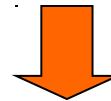


Role “C” Marine Responsibilities



Definition:

The other person is an individual who has been approached by the recipient or offending person or who has observed discrimination, harassment or other inappropriate behavior



Individual Responsibilities:

- I do not conflict
- I listen to understand
- I offer to intervene and support if Appropriate
- I maintain confidentiality when possible
- I take action to reach a resolution

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Role “C” Cont...



EVALUATE

What exactly happened?

What was the impact?

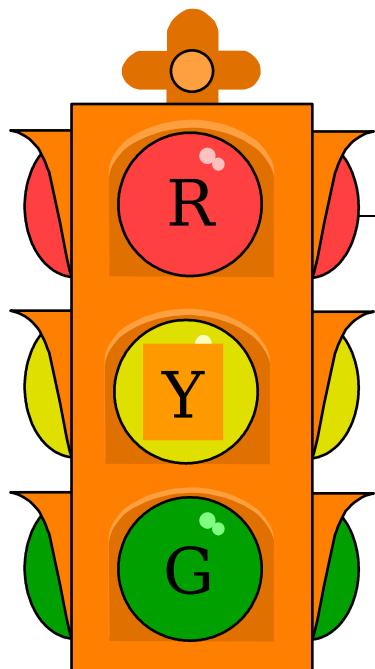
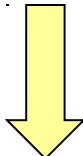
Did it disrupt the work environment?

Would it have offended a Reasonable Person?

Was the behavior zone Red, Yellow, or Green?

What are my responsibilities and options?

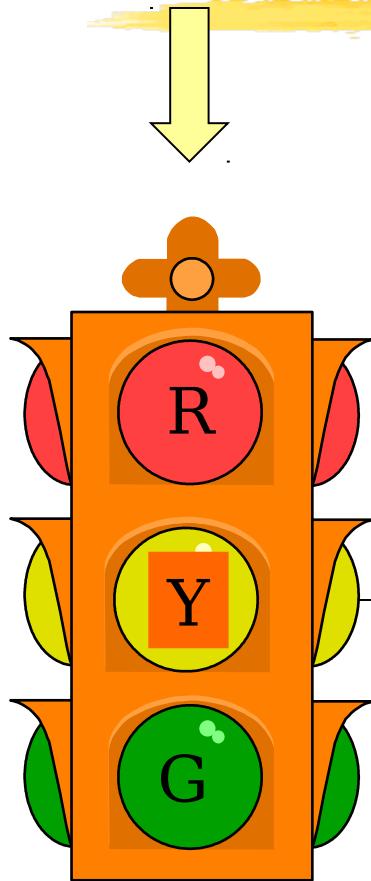
ROLE
C



RED ZONE

- If the recipient approaches you
- If the offending person approaches you
- If you observe the behavior

ROLE
C



Recipient approaches you

- Direct approach
- Informal 3rd party
- Request TIR

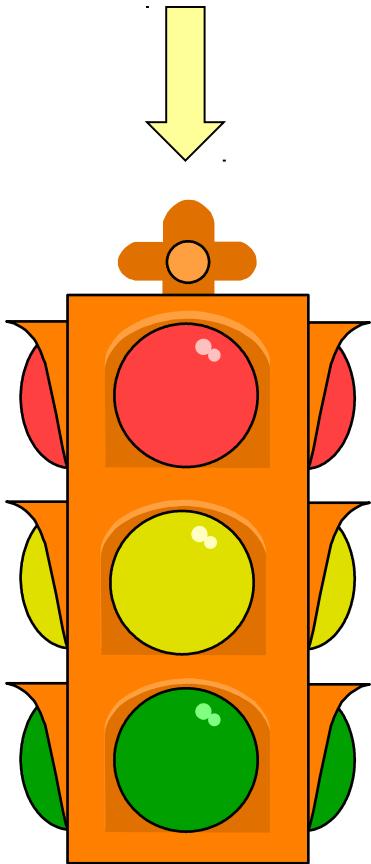
Offending person approaches you

- Direct approach
- Informal 3rd party
- Request TIR

You observe the behavior

- Direct approach
- Informal 3rd party
- Request TIR

ROLE
“C”



GREEN ZONE

No action required

- Explain to “A” why “B”’s behavior was appropriate**
- Explain to “B” the impact**

Role “D” Supervisor Responsibilities



Definition:

A supervisor who has been approached by either the recipient, offending person or another person, or who has observed discrimination, harassment or other inappropriate behavior.

GET INVOLVED WHEN:

-You are approached by “A”, “B”, or “C”

-You witness inappropriate behavior

-You are made aware of an unresolved conflict

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COMMUNICATION



Four Communication Skills

1. Seeing the other person's point of view
2. Approaching another person
3. Apologizing
4. Intervening

COMMUNICATION



Seeing the other person's point of view

- Listen to understand
- Put ourselves in their place

COMMUNICATION



Approaching

- Focus on the behavior
- Treat everyone with dignity and respect
- Maintain a reasonable tone of voice
- Keep an open mind, LISTEN
- Take a break to calm down

COMMUNICATION



Apologizing

-I regret that....

-I apologize for....

-I didn't mean to....

-I'm sorry that....

COMMUNICATION

Intervening

- Separate the parties
- Recommend a calm down period
 - Listen to both sides
 - Ask questions
- Help them look at possible resolutions options
- Help them choose an action that is acceptable to all

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